



**Arizona Department of Health Services
Office for Children with Special Health Care Needs
Integrated Services Grant**



ISG Committee Action Planning – Cultural Competency

The Integrated Services Grant Initiatives has formed seven committees to address specific areas of the grant. The Committees are:

- Quality Improvement
- Education and Training
- Cultural Competency
- Specialty Services
- Insurance
- Parent Action Council
- Youth Action Council

The following template provides a framework for planning committee actions and tracking the strategies and actions to the outcomes desired. Each Committee will complete the template to further define the strategy(ies), Actions and timelines for the work of the Committee. The completed Action plans will provide the basis for monitoring and reporting on the activities of the Committees.

Definitions:

Task: The areas assigned to the Committee based on the grant requirements.

Outcome/Performance Measures (s): The outcome desired from the work of the Committee and the performance measures to be impacted by this work.

Strategy: The major activity(ies) that will take place in order to achieve the goal. A Task may have more than one strategy.

Action: The step by step process to implement / complete the strategy. For each strategy, the actions (next steps) define how the strategy will be implemented.

Timeline: The Starting month & year and projected ending month & year for implementing the strategy.

Committee Name: Cultural Competency Committee

Goal: To support participation of under-represented families in decision making, education, and technical assistance

Task	Outcome/Performance Measure(s)	Strategy	Action	Timeline
1. Support participation of traditionally under-represented families in decision-making, educational, and technical assistance activities.	<p>1. Develop a “data base” of community agencies/partners that engage under-represented families in their planning activities.</p> <p>2. Map out services being provided to CSHCN by geography, MUSA’s and Native American reservation.</p> <p>3. Quantify the extent of services provided and participation of under-represented families in community agency planning activities.</p> <p>4. Implementation of a questionnaire to evaluate the services and barriers by community agencies and individuals.</p>	<p>1. Identify current community agencies (partners) who work in “specific projects”</p> <p>2. Contact and recruit potential new community partners and faith-based organizations and the Indian Health Service</p> <p>3. Identify “community leaders” who will help obtain information regarding community services</p> <p>4. Develop trust with communities where information is being gathered</p> <p>5. Develop a questionnaire to be used to establish trust with the community survey and identify the services and the success of the services provided</p> <p>Note: community agencies/partners are link to under-represented families of CSHCN</p>	<p>Maintain and support current partners from minority groups</p> <p>Increase the number of minority based agencies that are aware of OCSHCN</p> <p>Evaluate the services being provided from the recipients’ point of view (a new paradigm)</p> <p>Consider a separate committee to review services provide to Native Americans because of the Federal responsibility for Native American care through the Indian Health Service.</p>	

Task	Outcome/Performance Measure(s)	Strategy	Action	Timeline
	<p>5. Develop trust with the community agencies.</p> <p>6. Increase the number and coordination of minority-based agencies that are aware of OCSHCN and ISG.</p>			
2. Provide culturally appropriate education materials for parents and youth.		<p>1. Have representative from the Education Committee sit on the Cultural Competency Committee</p> <p>2. Encourage representation on the Cultural Competency Committee from the Parent Action Council and Youth Council</p> <p>3. Identity a small group to review Parent-Youth Leadership training.</p> <p>4. Review current web based training module for cultural appropriateness</p>	Review educational material now in existence	
3. Ensure cultural competency and representation on the Task Force and all communities.				

Task	Outcome/Performance Measure(s)	Strategy	Action	Timeline
4. Provide written documentation regarding the interplay of cultural and health care beliefs for children and youth with special health care needs.				
5. Engage individuals that are representative of the economic, racial, and ethnic diversity of their communities in the Task Force and committees.		Utilize grant dollars to facilitate family members participation in activities, i.e., cover costs of child care and transportation. 2. Develop incentives to encourage individuals to participate in committees, i.e., free give aways, raffles, bus passes, etc.		
6. Develop linguistic proficiency listing that can be used by all agencies for translation.				